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In Place of FORM PTO-1449 (Modified)

LIST OF PATENTS AND PUBLICATIONS FOR
APPLICANT'S INFORMATION DISCLOSURE
STATEMENT

Serial No. 10/015,266

Applicant: Brown et al.

Filing Date: 12/12/2001

Group: 2643

Atty. Docket No. AUS920010825US1

Reference Designation

U. S. PATENT DOCUMENTS

<u>Examiner</u>	<u>Document</u>			<u>Sub-</u>	<u>Filing Date</u>	
<u>Initial</u>	<u>Number</u>	<u>Date</u>	<u>Name</u>	<u>Class</u>	<u>Sub-class</u>	<u>if Appropriate</u>
* <u>mar</u> AA	US 4,788,715	11/29/88	Announcing Waiting Times in Queueing Systems	379	84	10/16/86
<u>mcu</u> AB	US 5,014,298	05/07/91	Voice-Data Telephonic Control System	379	93	02/20/90
<u>mcu</u> AC	US 5,020,095	05/28/91	Interactive Call Distribution Processor	379	67	11/16/88
<u>mar</u> AD	US 5,166,974	11/24/92	Interactive Call Processor to Facilitate Completion of Queued Calls	379	67	04/15/91
* <u>mar</u> AE	US 5,444,774	08/22/95	Interactive Queueing System for Call Centers	379	266	01/03/95
<u>mcu</u> AF	US 5,499,288	3/12/96	Simultaneous Voice - Recognition and Verification to Allow Access to Telephone Network Services	379	88	3/22/94
* <u>mar</u> AG	US 5,506,898	04/09/96	Expected Wait-Time Indication Arrangement	379	266	12/12/94
* <u>mcu</u> AH	US 5,561,707	10/01/96	Telephonic-Interface Statistical Analysis System	379	88	10/18/93
<u>mcu</u> AI	US 5,673,404	09/30/97	End-User Customizable Feedback Display for Windowed Applications	395	347	12/20/95
* <u>mar</u> AJ	US 5,796,791	08/18/98	Network Based Predictive Dialing	379	265	08/18/98
<u>mcu</u> AK	US 5,790,637	8/4/98	Extended Voice Messaging	379	67	2/16/96
* <u>mcu</u> AL	US 5,864,616	01/26/99	System and Method for Providing Call Statistics in Real Time	379	266	06/28/96
* <u>mcu</u> AM	US 5,867,572	02/02/99	Customer Queueing Arrangement	379	266	02/20/96

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* MCA	AN	US 5,915,001	6/22/99	System and Method for Providing and Using Universally Accessible Voice and Speech Data Files	379	88.22	11/14/96
MCA	AO	US 5,940,476	8/17/99	System and Method for Identifying an Unidentified Caller	379	88.02	6/28/96
MCA	AP	US 5,946,654	8/31/99	Speaker Identification Using Unsupervised Speech Models	704	246	2/21/97
MCA	AQ	US 6,038,305	3/14/00	Personal Dial Tone Service with Personalized Caller ID	379	207	8/1/97
* MCA	AR	US 6,058,364	5/2/00	Speech Recognition of Customer Identifiers Using Adjusted Probabilities Based on Customer Attribute Parameters	704	252	11/20/97
* MCA	AS	US 6,064,730	05/16/00	Customer-Self Routing Call Center	379	265	06/09/97
MCA	AT	US 6,101,242	8/8/00	Monitoring for Key Words with SIV to Validate Home Incarceration	379	88.02	12/23/97
MCA	AU	US 6,122,357	9/19/00	Providing Enhanced Services Through Double SIV and Personal Dial Tone	379	207	4/8/98
MCA	AV	US 6,141,328	10/31/00	Method and System for Two-Way Negotiated Call Hold	370	259	09/29/97
MCA	AW	US 6,178,230	1/23/01 B1	System and Method for Identifying a Callee of an Incoming Telephone Call	379	67.1	11/13/97
MCA	AX	US 6,259,771	07/10/01 B1	Web Based Voice Response System	379	88.17 00000 00000 002	04/03/98

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FOREIGN PATENT DOCUMENTS

Examiner Initial	Document Number	Date	Country	Class	Subclas s	Translation
<u>MCH</u> AY		2				
<u>MCH</u> AV	JP 10294784A	11/04/9 8	Japan	HO4M1	57	No
<u>MCH</u> AZ	JP 8139797A	05/31/9 6	Japan	HO4M1	274	No
<u>MCH</u> AA	EP 0585004A2	03/02/9 4	European	HO4M3	44	Yes
<u>MCH</u> AB	EP 0676882A2	10/11/9 5	European	HO4M1	27	Yes

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OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

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<u>MCH</u>	BD	WPAT	Derwent	1994-067503
<u>MCH</u>	BE	WPAT	Derwent	1995-346415
<u>MCH</u>	BF	WPAT	Derwent	1996-315499
<u>MCH</u>	B	WPAT	Derwent	1999-031530

Examiner:

M. Chiu

Date Considered:

3/2/04

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.